

# Training and Competency Procedure

## Responsibilities:

All workers are responsible for actively participating in and completing training and competency assessments (on-the-job, internal/external courses, formal qualifications, licenses) relevant to the performance of their position whilst working at The Maxima Cleaning Group.

Managers / Supervisors are responsible for:

- Informing workers about the requirement to participate in and completion of training and competency assessment as per the normal requirements of their position
- Ensuring that all workers complete training and are assessed as being competent to perform their duties within the required timeframe
- Ensuring adequate allocation of time and resources for workers to complete training as required
- Assisting with the co-ordination of the training of workers they are responsible for with the HSR / WHS Manager.

The HSR / WHS Manager is responsible for:

- Sourcing training and licensing service provision from qualified and suitable training service providers and the co-ordination of timetabling of training delivery for workers
- Maintaining and reviewing the Training and Competency Procedure as required
- Ensuring all workers complete training and competency assessments as required
- Informing and consulting with the business owner/CEO regarding worker training and competency as necessary
- Maintaining records required by legislation relating to worker training and competency, such as the Employee Training & Competency Register, the Plant Licence & Training Register for The Maxima Cleaning Group

At The Maxima Cleaning Group the PCBU is responsible for ensuring that:

- Provision of budget, resources and time allocation to enable workers to undergo training and competency assessment in accordance with the requirements of the legislation
- There is an effective worker training & competency assessment procedure and system in place
- Review of the Training & Competency Procedure is conducted as required

## Procedure:

The Maxima Cleaning Group will:

- Conduct training needs analysis across the organisation
- Develop formal training needs and competencies for position requirements at all levels, including management
- Provide formal induction programs for new and transferred workers and contractors
- Record all completed Induction Training in the Site Induction Register
- Determine, assess & record the training & competency needs and levels of contractors
- Use Registered Training Organisations (RTO) and appropriately accredited and approved courses/trainers
- Ensure training is competency based
- Record all training in the Employee Training & Competency Register and the Plant Licence & Training Register as appropriate
- Utilise the High Risk Work Licence Reference List for workers involved with High Risk Work

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- Review effectiveness of training
- Provide training for languages other than English and other relevant learning barriers
- Provide managers and supervisors with additional training to ensure that they are aware of their duties & responsibilities under the The Maxima Cleaning Group WHS management system and the WHS legislation.

A refresher of Training or Re-Certification will be provided if it becomes evident that a worker is unfamiliar with any aspects of their training or if they are determined, via assessment & consultation, to be no longer competent to perform their job tasks by the business owner/CEO.

**References:**

Work Health and Safety Act 2011  
Work Health and Safety Regulations 2011  
SafeWork Australia (2011): Code of Practice – How to Manage Work Health & Safety Risks  
SafetyCulture WHS Policy Manual

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